

JOB SPECIFICATION

Apprentice Claims Handler

james hallam
Insurance Brokers

JOB DESCRIPTION

As an Apprentice Claims Handler you will be working within one of our office's claims teams. Our claims function is of crucial importance to our clients, as we are the people who assist our client when things go wrong and they are most in need of help.

As an Apprentice Claims Handler, you'll deal with a wide variety of different claims and customers and will work to provide an efficient and empathetic service and to achieve positive outcomes to claims as quickly as possible.

Dealing with a claim professionally and successfully and keeping your customer happy is very rewarding.

RESPONSIBILITIES

- You will assist in managing from notification to settlement an allocation of claims, as you develop this will include many different classes of claims for a wide variety of clients.
- You will assist in the administration of our claims records.
- You will communicate and interact with our clients and also insurers.
- You will assist with and take part in negotiating to reach the best settlement possible for our clients whilst maintaining a good relationship with insurers and claimants.
- You will assist with policy renewals by preparing claims information for account handlers and underwriters.
- You will assist in providing accurate technical advice on policy coverage and explain the correct claims process depending upon the insurer involved.
- You will develop your skills and qualifications through continuous personal development and study towards your CERT CII.

WHAT TO EXPECT

- You will be office based 9-5 Monday to Friday.
- Although office-based, you may need to travel to visit clients, insurers and loss adjusters. Most work, however, is done at your desk using a computer and speaking on the phone.
- The job can involve working to tight deadlines, at times working under pressure and using technology.

SKILLS

- Good interpersonal and communication skills.
- Good at absorbing information.
- An analytical mind.
- Effective personal planning and organisation.
- The desire to handle varying workloads and pressures.
- Appetite to learn and achieve professional qualifications.

SUPPORT

Our 3 year development programme is designed to equip you with a strong foundation of insurance knowledge and skills alongside real world opportunities to put these into practice. You will be supported by an experienced team as well as wider support from the entire group and mentors.

We will help you achieve your industry recognised qualification, the CERT CII as well as an extensive on the job training programme which includes plenty of time for you to study.

ENTRY REQUIREMENTS

- A minimum of 5 GCSEs (or equivalent) at grade C/4 including Maths and English, in Scotland National 5 or equivalent.
- A Levels or equivalent would be advantageous.
- A professional attitude with a positive 'can do' approach to your work.

LOCATION

Plymouth

Spargo House,
10 Budshead Way,
Plymouth
PL6 5FE

Ipswich

Crane Hall,
London Road,
Ipswich, Suffolk
IP2 0AL

If interested please send your CV to,

Andrew.day@jameshallam.co.uk for apprenticeships in Plymouth

Nathan.harvey@jameshallam.co.uk for apprenticeships in Ipswich

